WELCOME TO

60105

Sunapee's Short-Term Rental Registration Platform



# WHAT IS GOVOS ??

GovOS is a software platform that helps accelerate the digital transformation of government through the delivery of online services, citizen engagement, and digitizing paper-based processes.

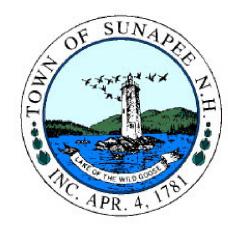
Using GovOS, the Town of Sunapee has developed a user-friendly Short-Term Rental application and management system to make the permitting process quick and easy for both rental owners and Town administration.





### Create Your Account

- The owners of Short-Term Rental properties identified by GovOS will receive a letter about registering their rental and contains an ACCOUNT NUMBER and ACTIVATION CODE required to create a GovOS account.
- Please keep this information for your records or forward it on to your property manager and/or rental company.
- If you are an STR owner and do <u>not</u> receive a letter with account details, please email our Short-Term Rental Coordinator, Emily Wrenn at emily@town.sunapee.nh.us.



09-06-2023

GovOS Test Business 1040 Main Ave Sunapee, NH 03782

RE: Short-Term Rental Permit Registration for 1040 Main Ave Sunapee NH 03782

Hello Sunapee Homeowner,

As you may know, our community recently adopted new zoning regulations to recognize the importance of ensuring Short-Term Rentals are safe, legal, and respectful of our community's character, values, and standards. We want our neighborhoods to remain safe, enjoyable, and attractive places to live, while welcoming visitors to your Short-Term Rental.

It has come to our attention that you are advertising the property listed above as a Short-Term Rental property. Per the Sunapee Zoning Ordinance, Article IV, Section 4.95, you are required to register as a Short-Term Rental. The Zoning Ordinance can be located on the Town's website at <a href="https://www.town.sunapee.nh.us">www.town.sunapee.nh.us</a> under the Zoning Department's webpage.

#### Step 1: Register Your Short-Term Rental:

The permit registration process can be completed on-line through the Town's short-term registration platform, GovOS (sunapeenh.munirevs.com). This process will require about 30 minutes of your time. Your progress will be saved if you need to stop at any point during the registration process. Please have the following information available:

- 1. Account Number: 000002\*
- 2. Activation Code: 5DAMSP\*
- NH Meals and Rooms License Number (https://www.revenue.nh.gov/forms/meals-rentals.htm)
- \* The Account Number and Activation Code provided above by GovOS will allow you to access the registration portal and keep up to date with the approval process for your rental. Please retain this information for your records, or forward on to your property manager.

#### Step 2: Town Approval

Following the completion of review by the Town, you will be issued your STR Permit which must be posted on or near the front door of your property. To print the permit, visit your Business Center at <a href="mailto:sunapeenh.munirevs.com">sunapeenh.munirevs.com</a>. Scroll down to "Manage Your Business," and click on the Business for which you need to download and print your permit.



### **Create Your Account**

 Using the account number and activation code from the letter, you can create your GovOS account and unlock the BUSINESS CENTER, where you can apply for and review your rental permit(s).

- The registration steps will be listed under OPEN TASKS. Tasks will appear as you complete each step.
  - STR Permit Registration Welcome
  - STR Permit Registration Application
  - Acknowledgement: STR Registration Regulations

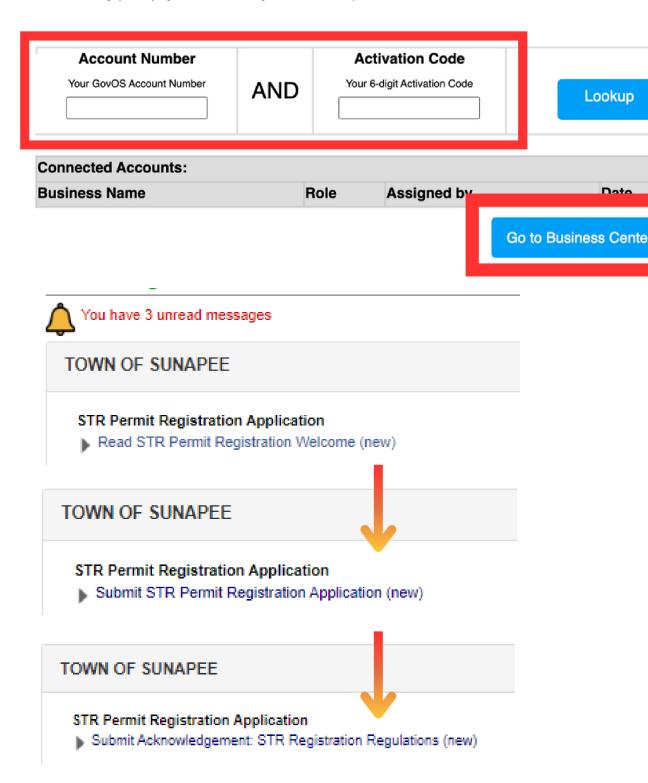
#### I already have an existing business

If you have been notified by the Town of Sunapee as required to register your STR or other lodging busi to activate your account.

To connect to your existing business record(s), please provide the following identifying information

If you do not have this information, please contact GovOS Support. In your email request, please so that we may promptly authenticate you for the requested account.

Lookup





### Complete Registration Application

- The REGISTRATION APPLICATION asks for basic information about the property owner, property, and the information for an owner's designated emergency contact.
- If you are renting through Airbnb or VRBO, the platforms pay the taxes on the owner's behalf. Otherwise, the number is available on tax documents or at <a href="https://www.revenue.nh.gov/meals-rooms/index.htm">www.revenue.nh.gov/meals-rooms/index.htm</a>.
- If your property is located in the Rural Residential or Rural Land Zone, please make sure you answer "Yes" to the question: "Is your STR in Zone RR or RL?"

Full Name of the Property Owner(s): *	Property Owner Teleph	none Number	<ul> <li>Property Ov</li> </ul>	vner Email *
	1234567890			
Property Owners Mailing Address: *	Mailing City: *	Mailing	State: *	Mailing Zip Co
23 Edgemont Rd	Sunapee, NH	New I	Hampshire	•
STR Property Information				
Division Address of OTD:	Dhusias I Oiba t	Dharia	101-1	Dhusiaal Zia O
Physical Address of STR: *	Physical City: *	Physica	I State: *	Physical Zip C
23 Edgemont Rd	Sunapee	New I	Hampshire	~
Number of Bedrooms to be Rented: * Ma	ax Number of Occupants: *	1	lumber of Parl	king Spaces: *
		Г.		
NH Meals and Rooms License Number (Click HERE for lookup)	the property owner resides of this STR? *	de on the		Zone RR or RL? *
Navigate to Reporting > Look Up a Meal			Yes N	0
and Rentals License *	~			
			<b>1</b>	
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Designated Agent and Emergency (	Contact Information			
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# Agree to STR Regulations

- Click on each box on the REGULATIONS page to acknowledge your agreement to comply.
- You may type your name and date at the bottom of the page as an electronic signature.
- The regulations document may also be found on the News tab of the Town website under **Short-Term Rental Documents Now Available.**

### **Short-Term Rental Registration Regulations**

These regulations have been adopted by the Town of Sunapee Selectboard pursuant to RSA 41:9-a 41:11-c and are effective as of July 10th, 2023.

A Short-Term Rental (STR) is defined in the Town of Sunapee Zoning Ordinance 4.95. It shall not include bed & breakfasts, inns, or hotel/motels. This Selectboard regulation shall consider the short-term rental of a

property to be a non-residential, commercial use of the property.
Please check each item listed below as your agreement to comply:
The owner(s) of each STR unit regardless of zoning district must apply for and receive a Short-Term Rental permit issued by the Town of Sunapee. The STR permit application fee is \$350 (effective 7/10/23). *
All STR permits expire one year after issuance. The renewal fee is \$350 (effective 7/10/23). *
The owner(s) of each STR unit much pay the State of New Hampshire NH Meals and Rooms Tax *
The owner(s) of each STR must designate a responsible person who is available 24 hours per day, 7 days per week, and available in-person within 2 hours - if needed - to respond to and resolve complaints. *
Renters must be provided with a handbook containing the STR address, emergency contacts for owner(s) and/or their designees, local hospitals, recommended best practices, beach regulations, and transfer station information. *
Owners are solely responsible for complying with STR requirements regarding the renters information notice,
and advertising requirements; complying with all Town Ordinances, and applicable state and federal laws; and ensuring that the STR is not a threat to the public health, safety, or welfare of the town. *
STRs in the Rural Residential and/or Rural Lands zoning districts from December 1, 2020-December 1, 2022
are considered nonconforming Pre-existing Transient Occupancies and do not need to seek a Special Exception or Variance if they can provide evidence that the property was being used as a Short-Term Rental during that time and that the State of NH Meals and Rooms Taxes were being paid.*
Short-Term Rentals (those that began operating after December 1, 2022 OR those that cannot provide sufficier

- that cannot provide sufficient evidence of rental history and/or payment of Meals and Rooms Tax) in the Rural Residential and/or Rural Lands zoning districts must comply with Section 4.95 of the Zoning Ordinance and apply for a Special Exception or Variance, as applicable.
  - I am aware that the Town of Sunapee Selectboard may deny, impose penalties, suspend or revoke any STR registration if it is deemed that the owner/person provided misleading statements on the registration form or affidavit; violated any federal or state laws, statutes, Town Ordinances, rules or regulations pertaining to Short-Term Rentals; or if the operation of the STR is a threat to the public health, safety, or welfare of the town.
  - I am aware that Renters must comply with Town Ordinances, NH Disorderly Conduct Law, and all other applicable State laws and regulations.



### **Preexisting Transient Occupancies**

- Properties in the Rural Residential or Rural Lands zones operating between December 1, 2020, and December 1, 2022 or earlier must provide:
  - A copy of your short-term rental booking history demonstrating that the property was being used as a Short-Term Rental.
  - Proof of NH Room and Meals taxes paid (or paid on the owner's behalf through AirBNB or VRBO), demonstrating that the property was rented as an STR during that time period.
- If you are not able to provide this information, a Special Exception or Variance may be required.

### SUNAPEE

Proof of Pre-existing Transient Occupancies

Town of Sunapee Test Business

### Document Uploader

Upload required: Proof of Pre-existing Transient Occupancies\*

#### PRE-EXISTING TRANSIENT OCCUPANCIES

Properties in Non-STR Zones RR and RL, operating between December 1, 2020 and December 1, 2022 or earlier must provide the below to continue operation. If you are not able to provide this information, a Special Exception or Variance may be required.

Required documentation that you, the legal owner of the property, used said property as a short-term rental between December 1, 2020, and December 1, 2022:

- Provide a copy of your short-term rental booking history demonstrating that the property was being used as a short-term rental between December 1, 2020 and December 1, 2022 and.
- 2. Provide evidence of NH Room and Meals taxes paid between December 1, 2020 and December 1, 2022, demonstrating that the property was rented as an STR during that time period.

Please email our Planning, Zoning & Compliance Department with questions at:emily@town.sunapee.nh.us

Once you submit this task, you cannot return to this screen

Please upload the appropriate documents for this task. Documents may be in any of the following formats, .pdf, .jpg, .png, .doc, .docx, .xls, .xslx, .csv, .txt and limited to 10.00 MB in size per file. Files will be automatically uploaded upon selection. Please press "Submit" when you have provided all of the documents/files requested.

Drag and drop files onto this window to upload
OR
Select Files to Upload

NOTE: All uploaded files are encrypted upon upload.

Save and Return to Business Center

Submi



We ask that the \$350 permit fee be submitted at the time of application. The payment portal will become available as an OPEN TASK once you submit your application.

GovOS all major credit cards: Visa, Mastercard, American Express, and Discover. To pay by check, please stop by Sunapee Town Hall at 23 Edgemont Rd.

TOWN OF SUN 23 EDGEMONT RD   SUNAPEE, N TELEPHONE: (603)	TABLE OF CONTENTS	ABOUT THIS RENTAL PROPERTY	EMERGENCY CO		TOWN ORDINANCES  We want Sunapee neighborhoods to remain safe, enjoyable and attractive places to live and visit. As such, we ask you to respectfully comply with the rules and Ordinances that help us maintain the welfare of properties, the environment, and individual wellbeing.  If you would like to read Town Ordinances in full, scan the QR codes below.			EWEY BEACH & GEORGES MILLS BEAC  THE BEACHES OPEN MEMORIAL DAY WEEKEND AND CLOSE LABOR DAY WEEKEND.		NOISE ORDINANCE  Thank you for respecting our Town Noise Ordinance, and for helping umaintain the peace and nighborly spirit here in Sunapee!	
	Property Information	ADDRESS:	PRIMARY CONTACT:					DEWEY BEACH  158 GARNET ST, SUNAPEE, NH wey Beach is open 7 days a week,	GEORGES MILLS BEACH  IS COOPER ST, SUNAPEE, N  Georges Mill Beach lifeguard hou	Social gatherings, loud music, or other noise disturbances are prohibited during the following hours:      Monday - Thursday: 10.00pm and 6:30am     Friday & Saturday: 11:00pm and 6:30am     Sundays & Holidays: 10.00pm and 8:30am	sing or loud har ordinance proh usual or unneces te for a full list.
Town of Sunapee	GENERAL INFORMATION  Trash & Recycling	OWNER(S):	phone:					wey seach is open / days a week, th lifeguard hours from 9am-5pm. ters MUST display a Visitor/Guest Pass I AT THE PROPERTY AT THE END OF YO	Saturday and Sunday from 11am to park at the beaches. PASSES MU	Noise disturbances may also include unloading, opening, closing or loud har of containers, trash cans or similar objects. Additionally, the ordinance proh operating a motor vehicle in a way that makes any loud, unusual or unnecet noise including car horns. Please refer to the actual ordinance for a full list. Guests shall comply with the State of New Hampshire's disorderly conduct la	
RENTER'S HANDBOOK	Fire Pits & Fireworks6	REGISTRATION #:	OWNER MANAGER OTHER:  SECONDARY CONTACT:		E PETS E RECYCLING	ORDINANCE	to poss? You can also visit MT. SUNAPEE STATE PARK: 86 Beach Access Road, Newbur The Dewey Beach "Shed" is home to information about the beach refreshments to purchase. Enjoy the playground, and basketball. I		(RSA644:2) and all other applicable Town ordinances and State regulations.  PARKING AREAS		
~~~~~	Overview	RULES	name: phone:		ZONING	PARKING ORDINANCE	RECREATION	tables, lounge chairs and umbrellas (when available) are also complimen  Paddleboards and kayaks can be checked out of the Shed. Please see a Beach attendant for more information.  Pets are not allowed at Dewey Beach or Georges Mills Beach.		PARKING MAPS ARE OUTLINED ON THE NEXT PAGES  No vehicle or trailer shall be parked in a Town Parking Lot for more than hours unless otherwise posted (no overnight parking). Unregistered or abandoned vehicles may be towed at the expense of the owner.	cap Lim
A RENTAL GUEST'S GUIDE FOR A SPLENDED STAY IN SUNAPEE	Town Property & Pets 8  Noise Regulations 9  Parking Areas 9		OWNER MANAGER		ORDINANCE	ORDINANCE	AREAS	Alcohol is strictly prohibited on all To		SUMMER RESTRICTIONS (MEMORIAL DAY THROUGH COLUMBUS DAY)  Chart 1: Lot A, C - no vehicle shall be parked for longer than four (4) hours.  Chart 1: Lot B - no vehicle shall be parked for longer than six (6) hours.  Chart 1: Lot D, E - no vehicle shall be parked for longer than two (2) hours.	Jim (C) pa ca Jin
	Parking Maps		Police & Fire Emergencies: Call 911  Sunapee Police Department Non-Emergency Line Phone: (603) 763-5555  Sunapee Fire Department Non-Emergency Line Non-Emergency Line Phone: (603) 503-5770  Valley Regional Hospital Address: 243 Elm St, Claremont, Phone: (603) 503-5770		(EEP READING FOR A QUICK OVERVIEW OF EACH			The use of fireworks is strictly prohi Individual guests must seek a permi wood firepit at: nh.burnsafeamerica.	ibited by short-term renters. t from the state for use of an outd	At Georges Mills Harbor/Beach, three parking spaces adjacent to the boat- launch ramp and facing the lake shall be designated for general public use a no vehicle shall be parked in these spaces for longer than twenty (20) minute WINTER RESTRICTIONS (NOVEMBER 1ST THROUGH APRIL 1ST)  During the winter parking restriction, no vehicle may be parked in any public	pa caj .in
	Local Businesses 12 Things to do in Sunapee 12							Use of wood firepits is allowed after Only clean, untreated wood sourced All firewood of out-of-state origin Hampshire unless it is labeled as cer	d from New Hampshire can be burr is prohibited from the state of N	or way between the hours of 12-00am and 7:30am to allow for snow removal.  During the winter parking restriction period, overnight parking will be allowe between the hours of 6:00pm and 7:30am in the following locations:  1. The parking lot on the corner of Main and High Streets east of Hames Pa 2. The parking lot on High Street on the south side of Sugar River.	pa ca ,in
REVISED	~	_					$\sim$		$\sim$	~	ca .in

# RENIER'S HANDBOOK

The Short-Term Renter's Handbook is designed as an all-in-one guidebook to Sunapee, and we encourage STR owners to provide a copy for their guests. Among the topics covered are:

- Property Information
- Emergency Contact Information
- Trash & Recycling
- Town Beaches
- Fire Pits & Fireworks

- Town Ordinances
- Quiet Hours (Noise Ordinance)
- Parking Areas & Maps
- Additional space for owners' recommendations for things to do in Town



## Permit Approved

Once the Town reviews and approves your application, you will receive a permit that must be printed and accessible at your property.

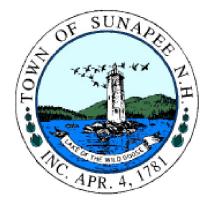
The permit certificate includes the date of issue and the expiration date. (12 months from issuance)



Form Received.



**Next Task: STR Permit Approval.** 



### Town of Sunapee Short-Term Rental Permit

Permit Number: 000002

### **Property Address:**

Unit Number:

Property Owner: GovOS Test Business

24-Hour Contact Name: x 24-Hour Contact Phone:x

This unit sleeps 2 people.

Date Issued: 08/17/2023 Expiration Date: 08/16/2024

This certificate is to certify that this property has been registered with the Town of Sunapee for use as a short-term rental